



Beginning on August 1, 2023, the Municipal Services Commission of the City of New Castle (MSC) in partnership with our wholesale power provider Delaware Municipal Electric Corporation (DEMEC), and American Municipal Power, Inc (AMP), will begin installing new smart meters on all electric and water service connections served by MSC. The \$2.8 million project is funded by borrowings from the Drinking Water State Revolving Loan Fund and the Delaware Municipal Electric Corporation, INC. MSC has contracted with Professional Meters, INC (PMI) to complete the installations.

Prior to your meters being installed, workers will notify you of when your electric meters are scheduled to be installed with a door hanger. Customers will receive a post card with an 800 number requesting they set up an appointment to schedule their water meter installation. You do not need to be present during the electric meter change out; however, an adult over the age of 18 will be required to be present for the water meter change out.

What are the benefits to switching to Smart Meters?

- Improved Customer Service
 - Following the installation of Smart Meters, customers will have access to a portal that provides them with up-to-date utility usage information. Accessing this portal will allow customers to better understand their usage habits and make adjustments to save on utility costs.
 - Smart Meters will also allow MSC to efficiently respond to new connections and disconnections.
- Public Safety
 - Smart Meters and Advanced Metering Infrastructure will allow the MSC's electric crews to better respond to reported power outages, know exactly where the power is out, and when it is restored.
 - Water crews will better understand and report water main breaks and customers will be better informed about possible leaks in their plumbing.
- Continuous Improvement
 - The existing meter reading equipment is obsolete and in need of upgrading. These new Smart Meters will replace older meters that can become less accurate as they age.
- Service Value
 - Advanced Metering Infrastructure is a modernization of the existing system leading to improved system reliability, a means of more quickly responding to and preventing leaks and power outages, and a more efficient use of limited labor resources.

Do wireless Radio Frequency (RF) systems cause any health risk?

Radio Frequency (RF) emitted by smart meters is well below Federal Communications Commission (FCC) guidelines. The level is much lower than that produced by many household items such as microwaves, baby monitors, satellite TV and cell phones.

What to Expect

- Prior to your meters being changed out, utility crews will notify you of when your meters are scheduled to be installed with a door hanger.
- You do not need to be present during the electric meter change out; however, an adult over the age of 18 will be required to be present for the water meter change out; a toll-free number will be provided to schedule an appointment.
- Residents will experience a brief interruption (15 minutes or less) during the installations of water and electric meters.
- **Residents registered with the MSC as "Medical Priority" will be notified in advanced to schedule their electric meter installation.**